

RESPONSIBLE SERVICE OF ALCOHOL HOUSE POLICY

PRINCIPALS

- No liquor to minors.
- Non-alcoholic or low-alcoholic beverages are provided for and are priced lower than full strength beverages.
- Water is available on a complimentary basis and regularly refilled.
- No admission permitted to intoxicated patrons.
- Refusal of service to intoxicated patrons.
- The Club seeks to create an environment that discourages drunken, disruptive or violent behaviour.
- The Club does not seek to encourage rapid or excessive consumption of alcohol through pricing.
- If a customer is refused service, a Supervisor will politely explain to the patron that the premises cannot legally serve alcohol to the point of intoxication.

SIGNS OF INTOXICATION

Listed below are general signs that a patron maybe intoxicated:

- A notable change in behaviour (especially towards anti-social or inappropriate behaviour).
- Slurring of, or mistakes in, speech.
- Clumsiness; knocking things over (like a drink or an ashtray) or fumbling with change.
- A significant loss of co-ordination (usually swaggering or swaying).
- A degree of confusion, a lack of understanding or ability to hear, and a difficulty in responding.
- Physical signs include vomiting, violent and abusive language.

IF IN DOUBT

- No admission
- No liquor service
- Consult with Supervisor
- Remove from premises
- Call for Police assistance

STRATEGIES TO PREVENT INTOXICATION

MANAGEMENT

- Prominently display the intoxication sign.
- Promote low-alcohol liquor and other non-alcoholic drinks and provide quality food.
- Develop and display house policies.
- Avoid unacceptable and illegal liquor promotions.
- Provide transport options.
- Provide security when appropriate.
- Provide quality entertainment.
- Promote and provide staff training.

MANAGEMENT and STAFF

- Inform patrons and staff of their legal obligations regarding the supplying of liquor to intoxicated people and expected behaviour from patrons.
- Intervene tactfully and peacefully.
- Seek assistance from the patron's friends.

STAFF

- Politely refuse service and explain why.
- Interact with patrons.
- Ensure consistent standards of service.

RESPONSIBLE SERVING OF LIQUOR OFFENCES

- Permit intoxication or indecent, violent or quarrelsome behaviour on registered club premises

Maximum Penalty \$2,000

- Sell or supply liquor to an intoxicated person on club premises

Maximum Penalty \$2,000

- If you fail to leave when asked, you are committing an offence

On The Spot Fine \$550

Maximum Court Fine \$5,500